

## Access Standards

The following describes standards for member **Access to Appointments, After Hours Access to MDs, Office Waiting Time**. All providers are surveyed against the applicable **Standards**:

<b>1. a Appointment Access Standards</b>	
Emergency exam	Immediately
Urgent exam	Within 24 hours
Non-urgent exam with assigned provider	Within 7 calendar days
Non-urgent specialist referral	Within 14 calendar days
Adult or Pediatric Health Assessment	Within 30 calendar days
Provider office phone pick-up time	<30 seconds
<b>1.b Maternity Patient Access</b>	
<i>Non-urgent exam within 1<sup>st</sup> or 2<sup>nd</sup> trimester</i>	Within 7 days
When initial visit is in the third trimester	Within 3 days
High-risk	Within 3 days of high risk identification
Emergency (any trimester)	Immediately
<b>1.c Behavioral Health Access</b>	
Life-threatening emergency	Immediately
Non-life threatening emergency	Within 6 hours
<i>Urgent Needs</i>	Within 48 hours
<b>3. Waiting Time To See Provider*</b>	
<i>*Pay for Performance Initiatives measure wait time as <b>15 minutes or less</b>. Also, satisfaction with wait times are measured.</i>	

If you have any questions, please call the Quality Improvement Coordinator at (408) 937-3628.

## **2. AFTER HOURS ACCESS**

### **Components of the After Hours**

#### **Message:**

After Hours, an answering machine or answering service message should have the following components:

1. Provider is identified
2. Mention made of the way to reach the provider (or on-call MD) urgently
3. Hours of operation are given on the voice mail message or the answering service knows the hours of operation
4. Directions to go to the nearest Hospital Emergency room if patient has a medical emergency and
5. Hang up and call 911 if the patient feels it is a life-threatening emergency.

**Standard: Members have access to medical care twenty-four (24) hours per day, every day of the year.**

\*Having only a message after hours telling members to go to the emergency room is **not** adequate after hours access: A timeframe must be specified on the after hours message for a call back to patient who wishes to leave a message concerning an urgent issue. PMGSJ recommends that a timeframe of 30 minutes be given for a return call.